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ABSTRACT

This book asserts that improvements in quality and cost containment are required not only for the well-being of individual institutions of higher education, but also to honor the trust placed in academe by society. The book outlines a practical program for improvement. The chapters of part 1, "The Case for Change," are: (1) "The Erosion of Trust"; (2) "Universities as Economic Enterprises"; (3) "Subsidies and Contribution Margins"; (4) "Research, Teaching, and the Quality of Education"; and (5) "Technology's Misunderstood Potential." Part 2, "Improving Practice," contains: (6) "Education Quality Processes"; (7) "Core Quality Principles"; (8) "Education Quality Oversight"; (9) "Balancing Cost and Quality"; (10) "Performance-Based Resource Allocation"; and (11) "Higher Education's Action Agenda." (Contains 215 references.) (SLD)

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